

# SIT30622 CERTIFICATE III IN HOSPITALITY

## Course Outline – 2023

### Course objectives:

- This course reflects the role of hospitality workers who are able to work independently, carrying out a range of everyday tasks using practical skills and knowledge in many different situations.  
It aims to develop your skills and knowledge by delivering hands on training in your workplace supported by off-job classroom training.

### Key Features:

- This course is designed to provide you with improved employability and work readiness through the development of your skills and knowledge. It aims to assist you to re-engage with learning to enhance your employment prospects and career pathways within the hospitality industry.

### Eligibility/Pre-requisites:

- Aboriginal & Torres Strait Island people aged between 18 and 25 years
- School-leavers
- Job-seekers wishing to begin a career in Hospitality
- Those looking for a career change

There are no specific entry requirements for this qualification and it is not expected or necessary for the learner to have previous experience.

### Suitability:

- This course prepares you to take up a variety of hospitality positions, in areas such as Food & Beverage Attendant, Kitchen Steward, Housekeeping, Porter and Front Office Reception

### Assessment:

- Demonstration of knowledge through a combination of written and practical assessments
- Demonstration of activities in an appropriately simulated environment, in an appropriate range of situations
- Any reasonable adjustment that may be required for any trainee will be offered based on individual need.

### Qualification:

SIT30622 Certificate III in Hospitality  
This is a nationally accredited qualification

### Intake Commencement Dates:

Rolling intakes throughout 2023

### Venue:

Voyages Ayers Rock Resort,  
Yulara, Northern Territory

### Duration:

9 – 12 months Traineeship

### Trainers:

This program is delivered by qualified trainer/assessors with extensive industry experience

### Course Fee:

No course fees apply

### Funding:

This program is fully funded by the Northern Territory Department of Industry, Tourism and Trade.

### Learning Support:

Offers a broad range of services for you, including an onsite LLN support person, with the aim to support your academic, professional and personal lives.

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FRONT OFFICE RECEPTION – DELIVERY SCHEDULE		
UNIT CODE	UNIT TITLE	NOMINAL HOURS
Block One Training		
SITXCCS010	Provide visitor information	35
SITXCOM007	Show social and cultural sensitivity	20
SITXWHS005	Participate in safe work practices	12
SITXFSA005	Use hygienic practices for food safety	25
SITHFAB021	Provide responsible service of alcohol	10
BSBTWK201	Work effectively with others	40
Block Two Training		
SITHIND006	Source and use information on the hospitality industry	25
SITHIND008	Work effectively in hospitality service	0
SITXCCS014	Provide service to customers	25
SITHACS010	Provide housekeeping services to guests	10
SITXFIN007	Process financial transactions	25
SITHACS016	Provide accommodation reception services	10
Block Three Training		
SITXCCS012	Provide lost and found services	2
SITXHRM007	Coach others in job skills	20
SIRXPDK001	Advise on products and services	30

Voyages and William Angliss Institute acknowledges the funding support by the Northern Territory Department of Industry, Tourism and Trade. Voyages Indigenous employment and training strategy receives funding support from the Australian Government.

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<b>Work effectively with others</b>
<ul style="list-style-type: none"> <li>Skills and knowledge required to work in a group environment</li> <li>How to promote team cooperation and commitment</li> <li>What is needed to support team members and deal with issues</li> </ul>
<b>Source and use information on the Hospitality industry</b>
<ul style="list-style-type: none"> <li>Understand industry structure</li> <li>Know how to source emerging technology and laws</li> <li>Stay up to date with ethical issues specifically relevant to the hospitality industry</li> </ul>
<b>Work effectively in Hospitality Industry</b>
<ul style="list-style-type: none"> <li>Requires ability to deal with numerous sales, service or operational tasks</li> <li>How to meet the needs of multiple and diverse customers</li> <li>Incorporates preparation, service and end of service tasks</li> </ul>
<b>Provide service to customers</b>
<ul style="list-style-type: none"> <li>Establish rapport with customers</li> <li>Determine and address customer needs and expectations</li> <li>How to respond to complaints</li> </ul>
<b>Show social and cultural sensitivity</b>
<ul style="list-style-type: none"> <li>How to be socially aware when serving customers and working with colleagues</li> <li>Ability to communicate with people from a range of social and cultural groups</li> <li>Respect &amp; sensitivity required to address cross-cultural misunderstandings</li> </ul>
<b>Coach others in Job skills</b>
<ul style="list-style-type: none"> <li>The knowledge required to provide on-the-job coaching to colleagues</li> <li>Ability to explain and demonstrate specific skills, knowledge and procedures</li> <li>Monitor the progress of colleagues</li> </ul>
<b>Participate in safe work practices</b>
<ul style="list-style-type: none"> <li>What is required to incorporate safe work practices</li> <li>Ability to follow health, safety and security procedures</li> <li>Participate in organisational work health and safety management</li> </ul>
<b>Use hygienic practices for hospitality service</b>
<ul style="list-style-type: none"> <li>The knowledge required to use personal hygiene practices in order to maintain customer confidence in the organisational service and to maintain the health of yourself and others.</li> <li>It requires the ability to follow predetermined organisational procedures and to identify and address workplace hygiene hazards</li> </ul>
<b>Provide visitor information</b>
<ul style="list-style-type: none"> <li>Skills and knowledge to access and update visitor information on facilities, products and services available in the local area</li> <li>Identify and provide specific information and assistance to meet visitor needs and those with special needs</li> <li>Seek and collect formal and informal feedback on information on organisational service procedures and standards</li> </ul>
<b>Provide lost and found services</b>
<ul style="list-style-type: none"> <li>Provide efficient and courteous service to customers who have lost or found items</li> <li>Prepare simple reports recording details of items</li> <li>Investigate lost items and assist claimants and complete documentation</li> </ul>
<b>Provide responsible service of alcohol</b>
<ul style="list-style-type: none"> <li>The knowledge required to responsibly sell or serve alcohol</li> <li>Prepare and serve standard drinks or samples according to industry requirements and professional standards</li> </ul>

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<b>Provide housekeeping services to guests</b>
<ul style="list-style-type: none"> <li>Respond to housekeeping requests within reasonable timeframes</li> <li>Advise guests on room and housekeeping equipment</li> <li>Report equipment malfunctions promptly and where possible, make alternative arrangements to meet guest needs</li> </ul>
<b>Provide accommodation reception services</b>
<ul style="list-style-type: none"> <li>Prepare and check reception area and equipment for guest arrival, confirm arrivals, allocate rooms and compile and distribute accurate arrivals information to the relevant colleagues</li> <li>Welcome and register guests, completing registration and accounting procedures according to organisational standards</li> <li>Organise guest departure, including processing accurate guest accounts, recovering and processing keys and processing express and group checkouts when required</li> <li>Accurately prepare and update front office records and distribute to the appropriate personnel within designated timelines</li> </ul>
<b>Process financial transactions</b>
<ul style="list-style-type: none"> <li>Process customer payments correctly by checking payments against sale value, provide correct change and issuing correct receipts using appropriate software</li> <li>Accurately reconcile takings, investigate and report discrepancies, record takings, transport and secure any cash takings according to organisational security procedures</li> </ul>
<b>Advise on products and services</b>
<ul style="list-style-type: none"> <li>Understand how to identify opportunities to update knowledge on organisational products and services</li> <li>Effectively answer customer questions on products and services using clear, current and accurate information</li> <li>Provide enhances information by offering additional information or alternative products or services that may meet customer needs when requested item is not available</li> </ul>